



Community and Economic Development Dept.

PRESENTED BY:

Seth Sommer, Building Code Official

Charlie Schaefer, Property Improvement Program Manager

Construction and Development Services Building - Planning

PRESENTED BY:
Seth Sommer, Building Code Official

CED-Construction & Development

Planning Scorecard

	Monthly Performance	2012 Monthly Average	Jan	Feb	Mar	Apr	May	Jun	July	Aug
Planning Section	# of Sign Permits Reviewed	45	39	34	34	24	51	27	26	38
	% of Sign Permits Reviewed in 7 days	95%	100%	97%	97%	100%	94%	100%	100%	100%
	# of Temporary Sign Permits Reviewed	6	3	3	3	3	0	9	4	5
	% of Temporary Sign Permits Reviewed in 2 Days	95%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Fence Permits Reviewed	26	1	3	3	36	66	45	33	35
	% of Fence Permits Reviewed in 3 Days	95%	100%	100%	100%	97%	100%	100%	100%	100%
	# of Driveway Permits Reviewed	19	2	1	1	15	47	31	41	46
	% of Driveway Permits Reviewed in 1 day	95%	100%	100%	100%	100%	98%	100%	95%	98%
	# of Dumpster Enclosures Reviewed	1	0	0	0	2	0	1	1	3
	% of Dumpster Enclosures Reviewed in 3 Days	95%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Parking Lot Permits Reviewed	3	0	0	0	2	7	1	5	7
	% of Parking Lot Permits Reviewed in 5 Days	95%	100%	100%	100%	50%	71%	100%	80%	86%
	# of Zoning Confirmation Letters Completed	16	11	17	17	17	31	17	8	4
	% of Zoning Conf. Letters Completed in 5 Days	95%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Comm/MF Plans Reviewed	16	10	12	12	17	20	13	18	21
	% of Comm/MF Plans Reviewed in 14 Days	95%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Home Occupation Permits Reviewed	0.5	0	0	0	11	0	1	0	0
	% of Home Occ Permits Reviewed in 5 Days	95%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Tentative Plats	0.08	0	0	0	0	0	0	0	0
	# of Final Plats	1	1	2	0	0	0	0	0	0
	# of ZBA Items	5	5	3	6	3	1	8	5	6
	# of LAB Items	3	5	2	4	14	9	3	2	2
	# of Annexations	0.6	1	0	0	0	0	0	0	0

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Building Scorecard

Monthly Performance		2012 Monthly Average	Jan	Feb	Mar	Apr	May	Jun	July	Aug
Building Section	# of 1/2 Family New Reviewed	1.5	0	0	3	2	2	0	1	0
	% of 1/2 Family New Reviewed in 3 Days	95%	100%	100%	67%	100%	100%	100%	100%	100%
	# of 1/2 Acc Detach Reviewed	4	2	0	1	0	5	4	7	4
	% of 1/2 Acc Detach in 2 Day Reviewed	95%	100%	100%	100%	100%	100%	100%	86%	100%
	# of 1/2 Family Add/Alt Reviewed	36	27	17	27	45	49	34	53	46
	% of 1/2 Family Add/Alt Reviewed in 2 Days	95%	88%	100%	93%	96%	98%	97%	96%	89%
	# of Comm/MF Plans Reviewed	19	7	7	12	15	21	11	15	13
	% of Comm/MF Plans Reviewed in 14 Days	95%	100%	100%	100%	100%	100%	100%	100%	100%
	# Plumbing/Mechanical Plans Reviewed	9	6	4	9	10	9	7	4	10
	% of Plumbing/Mech. Plans Reviewed in 14 Days	95%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Electrical Plans Reviewed	14	5	11	6	15	11	6	15	17
	% of Electrical Plans Reviewed in 14 Days	95%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Counter Permits Comm/MF Issued	6	4	4	3	1	3	3	6	7
	% of Counter Permits Comm/MF Issued in 2 Days	95%	100%	75%	100%	100%	100%	100%	83%	86%
	# of Demolition Permits	11	9	2	26	5	6	10	28	11
	% of Demolition Permits in 2 Day	95%	100%	100%	100%	100%	100%	100%	93%	100%
	Total # of Plumbing Permits	104	99	69	67	124	99	95	103	106
	# of Plumbing Permits w/o Child	77	73	55	51	90	70	75	80	78
	% of Plumbing Permits in 1 Day	95%	98%	100%	100%	97%	99%	100%	100%	100%
	Total # of Mechanical Permits	140	122	88	91	109	141	120	144	119
	# of Mechanical Permits w/o Child	107	95	74	75	91	113	104	125	96
	% of Mechanical Permits in 1 Day	95%	100%	100%	100%	100%	97%	99%	98%	98%

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Building Scorecard

Monthly Performance		2012 Monthly Average	Jan	Feb	Mar	Apr	May	Jun	July	Aug
Building Section	Total # of Electrical Permits	77	54	51	55	68	74	56	75	71
	# of Electrical Permits w/o Child	40	19	25	30	34	40	36	42	28
	% of Electrical Permits in 1 Day	95%	100%	96%	100%	100%	98%	97%	95%	96%
	# of Roofing Permits	164	9	10	28	106	135	160	153	198
	% of Roofing Permits in 1 Day	95%	100%	100%	100%	96%	99%	99%	99%	99%
	# of Siding Permits	42	4	9	7	19	17	32	24	26
	% of Siding Permits in 1 Day	95%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Structural Inspections Reported	347	398	340	372	430	372	293	352	344
	# of Structural Inspections	243	115	91	155	191	132	108	127	128
	% of Structural Inspections in 1 Day	95%	98%	98%	99%	99%	100%	100%	99%	98%
	# of Plumbing Inspection Reported	263	259	210	310	351	294	247	194	180
	# of Plumbing Inspections	179	172	137	246	213	210	176	157	133
	% of Plumbing Inspections in 1 Day	95%	99%	99%	100%	98%	99%	100%	100%	100%
	# of Mechanical Inspections Reported	205	267	238	168	175	193	166	193	173
	# of Mechanical Inspections in 1 Day	195	205	198	123	121	140	139	159	132
	% of Mechanical Inspections in 1 Day	95%	99%	100%	100%	100%	100%	100%	100%	100%
	# of Electrical Inspections Reported	168	166	159	151	160	179	160	158	133
	# of Electrical Inspections	136	143	144	128	105	120	105	120	107
	% of Electrical Inspections in 1 Day	95%	96%	99%	100%	100%	99%	100%	100%	100%
	# of FOIA Requests	19	34	35	41	38	42	32	66	49
	% of FOIA Requests on time	95%	100%	100%	100%	98%	100%	100%	100%	100%
	# of Online Permits (Of Total Permits)	3%	3%	4%	3%	5%	3%	10%	7%	5%

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Property Standards Scorecard

Monthly Performance		2012 Monthly Average/ Benchmark	Jan	Feb	Mar	Apr	May	Jun	July	Aug
Property Standards Section	# of Property Standards Inspections	210	214	180	186	271	260	239	191	218
	# of Property Standards Complaints	62	70	44	51	81	92	99	82	92
	% of Property Standards Complaints Inspected 1 Day	95%	70%	75%	80%	67%	65%	80%	63%	54%
	Avg # Days to First Inspection	10.74	2.1	1.38	.78	1.46	1.62	1.04	1.77	1.38
	# of Order to Repairs / Violation Letters	38	43	27	38	51	58	57	36	44
	% of Order to Repairs / Violation Letters in 3 Days	95%	79%	74%	89%	67%	66%	65%	81%	66%
	Avg # Days from Inspection to OTR	6.48	2.2	2.74	1.95	3.03	3.15	3.05	3.45	3.04
	# of Condemnations	19.5	33	21	22	21	27	28	25	29
	% of Condemnation Letters in 1 Day	95%	45%	50%	41%	62%	30%	14%	20%	41%
	# of Condemnations Lifted	14	20	12	8	14	15	8	11	11
	# of Emergency Inspections		X	X	14	8	10	-	-	-
	# of Emergency Demos	1	1	0	0	1*	1	0	0	1
	# of Fast Track Demos	1.75	0	0	0	0	2	4	2	2
	# of Emergency Orders									

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Permit Fees and Construction Value 2013 versus 2012 through July

TOTAL PERMIT FEES (Revenue)			
	2013	2012	% CHANGE
Building	\$526,929.03	\$1,037,587.30	49.22%
Planning	\$77,304.30	\$80,865.90	4.4%
Total	\$417,743.72	\$ 742,619.84	45.98%



TOTAL CONSTRUCTION VALUATION			
	2013	2012	% CHANGE
Res	\$9,007,266	\$20,446,271	56%
Com	\$22,649,126	\$63,484,884	64.32%
Total	\$31,656,392	\$83,931,155	62.28%

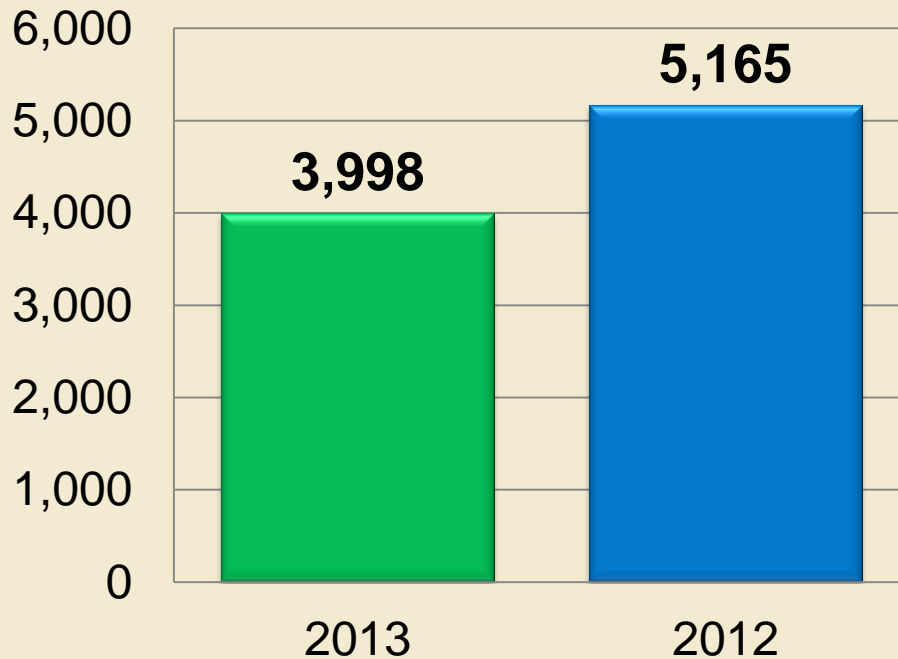


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Permits & Inspections

2013 vs. 2012 Through August

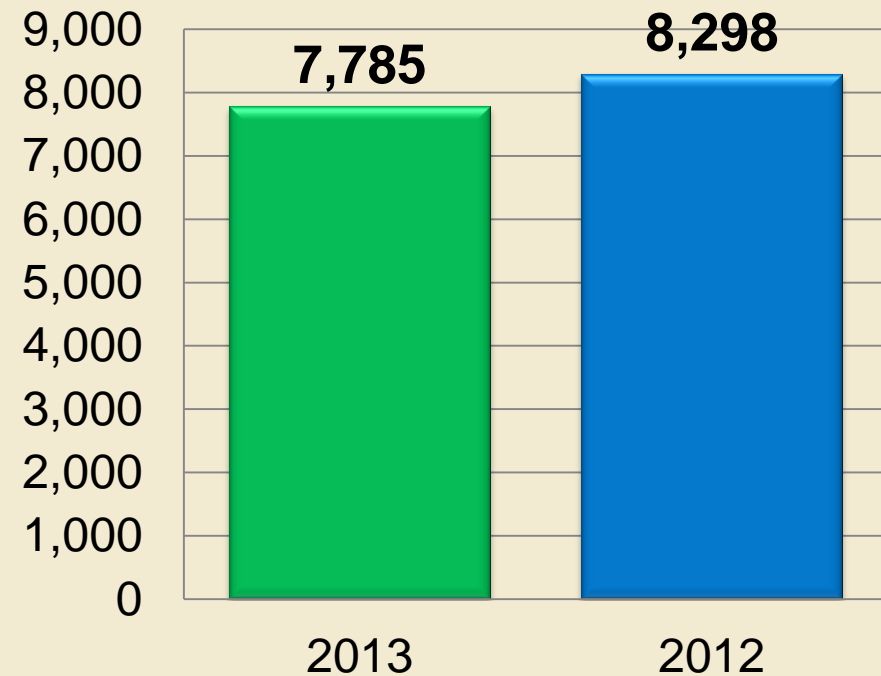
Total # Permits



**Total # of Permits
Decreased 22.59%**



Total Inspections



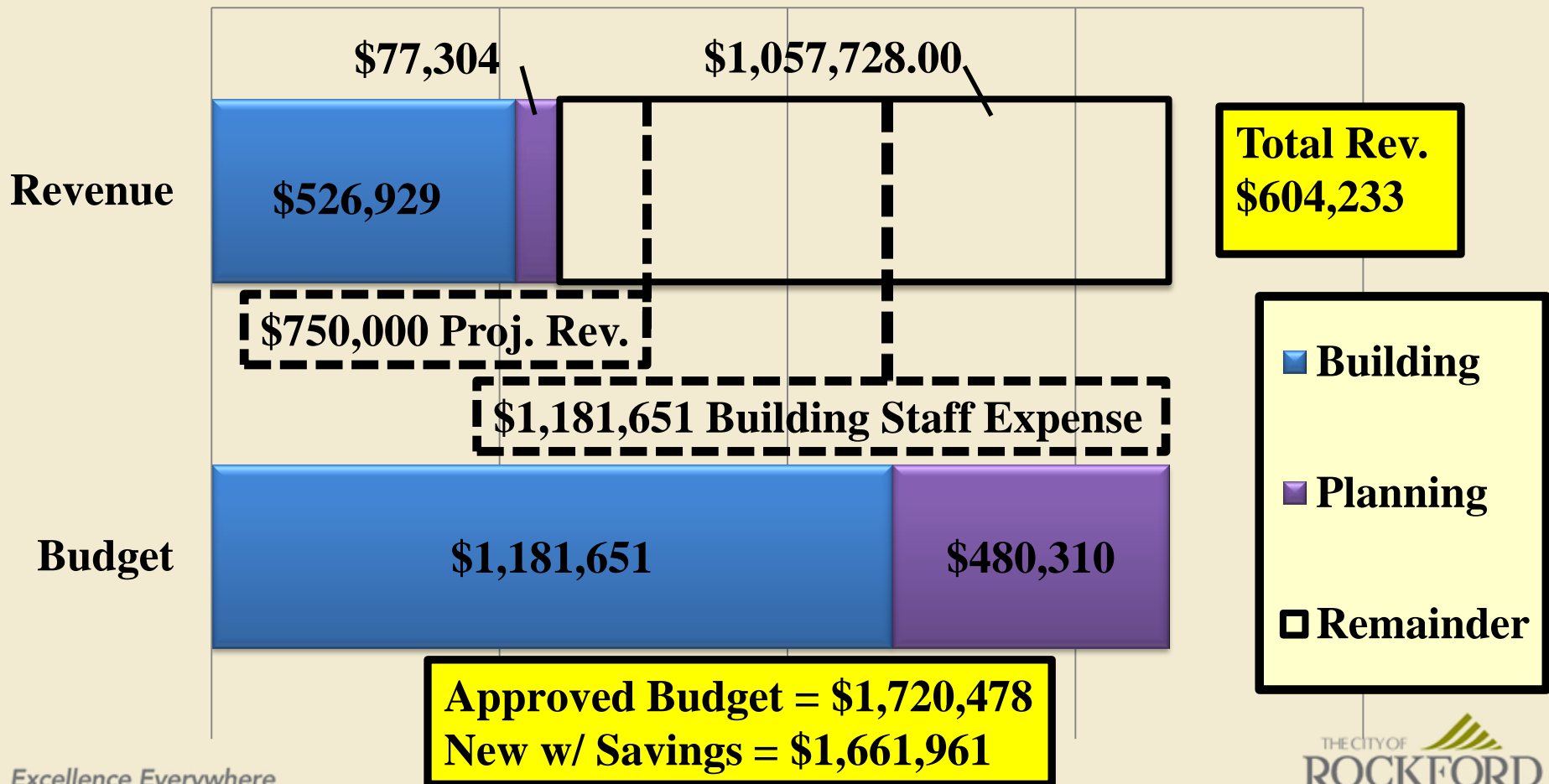
**Total # of Inspections
Decreased 6.18%**



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2013 Revenue vs. 2013 Budget – Planning and Building Through July

\$0 \$500,000 \$1,000,000 \$1,500,000 \$2,000,000



Construction & Development Services

Problem Properties Team – Status Update

- Team is operational! Fire, Police, Human Services, IT, Property Standards, Building, Public Works & Legal
- Legal department will be filing cases in Circuit Court as a Petition to Enforce Code Hearing Judgment & Order to Repair
- Tracking Database Report has been completed. Out of 2,000 cases, 400 have outstanding fines, over 1000 compliant & 370 still open. About 200 in “Other” Status (closed cases with misc. results)
- Assigning Tasks & Doing Research



Construction & Development Services

Problem Properties – Strategies & Ideas

- Fast Track Demolition Process Improvements
- Tracking and Pursuing Problem Properties
- Process Improvements (Inspections, Code Hearing, Etc.)
- Using tools such as Collections, Circuit Court
- Researching other Municipalities and other laws & ordinances
- Need Legislation change for Foreclosures
- Increase City Demolition Budget
- Fees for Property Standards Activities
- Work with local contracts & organizations
- Possible Code Changes
- Permit Expirations
- Vacant Property Registration
- Property Database Development



Construction & Development Services

Demolition Activity



Andrews St.

Construction & Development Services

Demolition Activity



Albert Ave.

Construction & Development Services

Construction Activity



Construction & Development Services

Construction Activity



CED- Construction and Development

Achievements

- Online Permitting – Improving more permit types to increase online permitting activity
- Partnered with State & Energy Training Organizations to provide Energy Training – Pilot Program
- Continue to hit benchmarks & maintain high level of customer service after right sizing activity

Areas of Improvement

- Problem Properties Team- Ongoing
- Developing policies and procedures to provide for greater accountability while increasing consistency & improving customer service

Code Enforcement

PRESENTED BY:
Charlie Schaefer –
Property Improvement Programs Manager

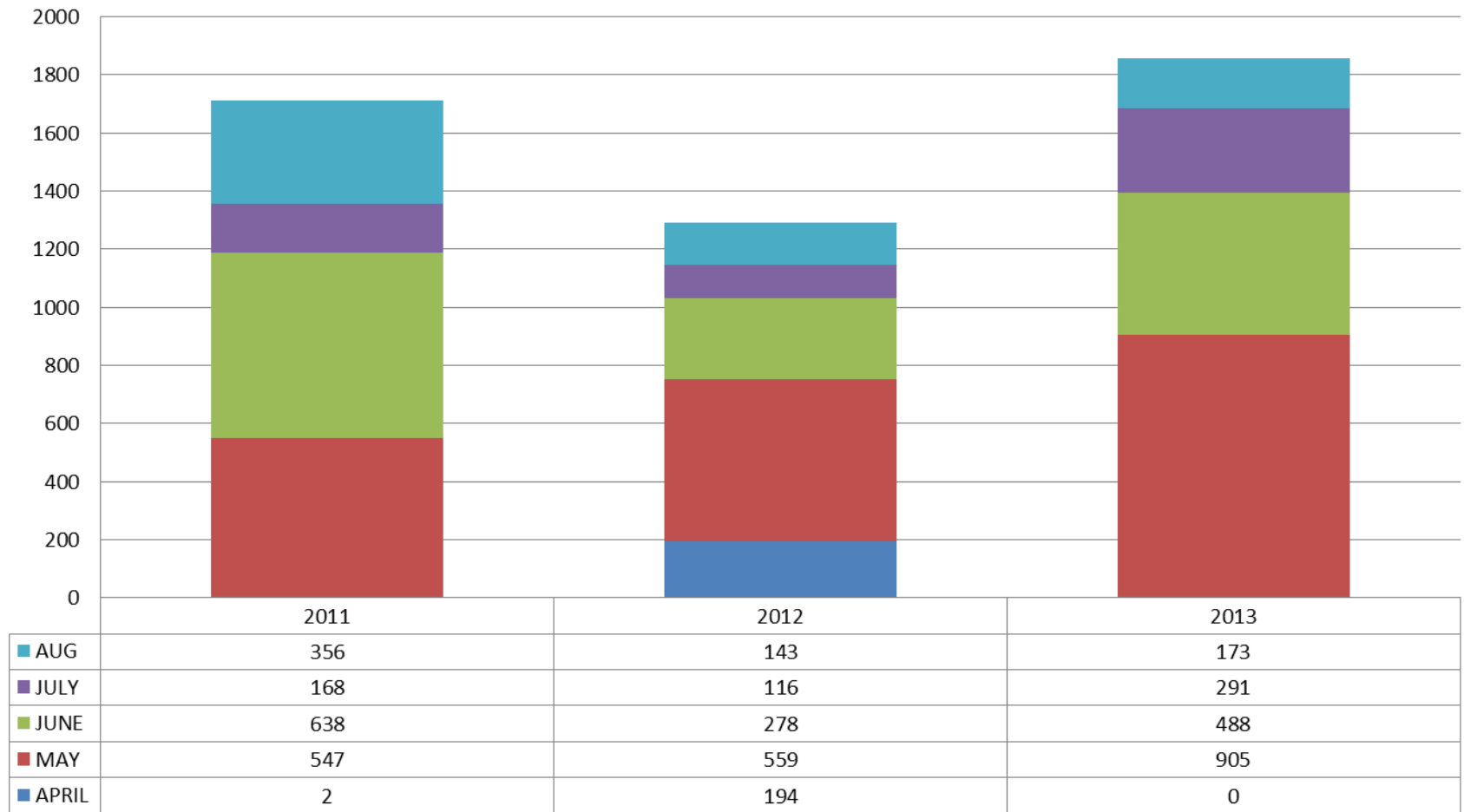
Code Enforcement

Scorecard

Code Enforcement		Monthly Performance	Jul-13	Aug-13	YTD Totals	YTD Average	2011-12 YTD AVG
Monitor Requests for Service							
	Total # of Complaints	639	508	4270	534	487.8	
	Total # of Unfounded Complaints	211	153	1227	153	146.5	
	# of Nuisance/Zoning Complaints	553	413	3591	449	415.2	
Case Compliance Rate							
	% rate of Voluntary Compliance	48.6%	48.9%		49.6%	67.9%	
	Avg. # of Days to Voluntary Compliance	14.64	23.28		21	27.2	
	% rate of Induced Compliance	1.8%	2.0%		6.4%	4.8%	
	Avg. # of Days to Induced Compliance	93.08	16.18		57	48.9	
	% rate of Forced Compliance	49.6%	49.1%		44.0%	27.3%	
	Avg. # of Days to Forced Compliance	20.47	21.04		24	28.3	
Case Type Trending							
	# of Nuisance Cases	1030	476	4136	517	425.0	
	# of Zoning Cases	55	75	557	70	103.7	
	Total # of Nuisance/Zoning Cases	1085	551	4693	587	528.7	
	# of Proactive Nuisance/Zoning Cases	725	244	2089	261	261.1	
City Efficiency							
	Avg. # of Nuisance/Zoning Cases Per Inspector	155.0	137.8		115.30	97.4	
	Avg. # of Days from Complaint to First Inspection (Nuisance/Zoning)	2.62	2.58		2.9	3.7	
	Open Service Requests at end of Month (Nuisance/Zoning)	20	13		37.5	13.9	

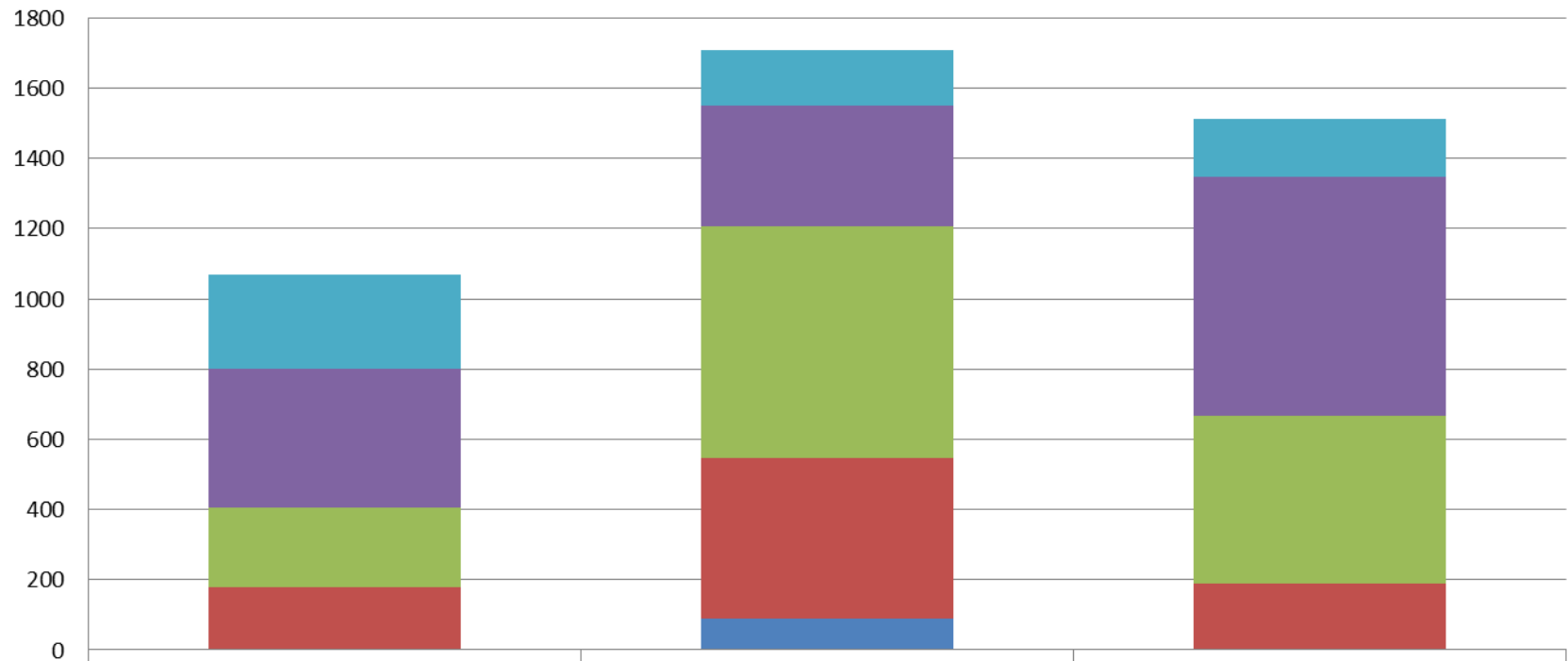
Code Enforcement

**YTD Weeds Service Request Comparison 2011, 2012 & 2013:
April 1 Thru August 31**



Code Enforcement

**YTD Weeds Self Initited Case Comparison 2011, 2012 & 2013:
April 1 Thru August 31**



■ AUG
■ JULY
■ JUNE
■ MAY
■ APRIL

2011

2012

2013

267

157

164

395

347

682

228

657

476

178

459

190

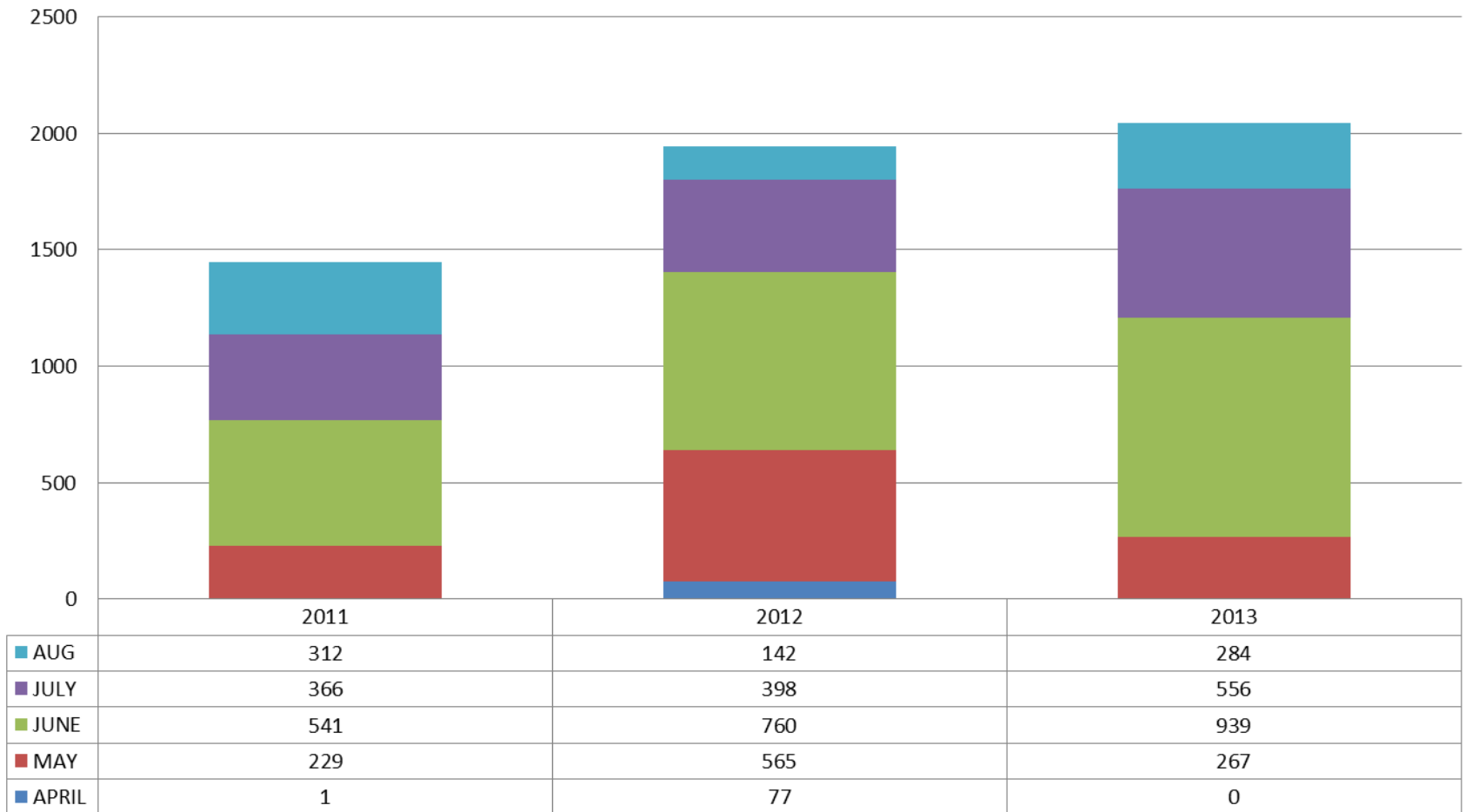
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Code Enforcement

**YTD Weeds Contracted Cuts Comparison 2011, 2012 & 2013:
April 1 Thru August 31**



Code Enforcement

Achievements

- Successful summer Weeds Program
- Changes to eviction process reduces time to respond to excessive rubbish at the ROW
- Seeking out Neighborhood Watch groups to deliver seasonal and contemporary information
- Cost recovery process improvement fixed and running efficiently

Code Enforcement

Areas of Improvement

- Weeds Abatement Contractors failure to perform resulting in termination.
- Staffing challenges reduce pro-activity and slower response time to first inspections.
- Incorporation of Zoning Parking Tickets into statistics to capture true activity level.